



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Teleport Communications America, LLC**  
**for quarter ending June 30, 2013**

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	3.60	2.40	1.70	2.57
B. Operator Answer Time - Information [730.510(a)(1)]	4.99	4.36	7.31	5.55
C. Repair Office Answer Time [730.510(b)(1)]	67.00 *	54.00	75.00 *	65.33 *
D. Business or Customer Service Answer Time [730.510(b)(1)]	27.00	22.00	18.00	22.33
E. Percent of Service Installations [730.540(a)]	78.69% *	98.73%	81.58% *	86.33% *
F. Percent of Out of Service Lines Repaired in < 30 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	0.23	0.21	0.24	0.23
H. Percent Repeat Trouble Reports [730.545(c)]	7.02%	5.71%	3.42%	5.38%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	1	0	0	0
K. Missed Installation Appointments [730.540(d)]	7	1	0	3

**Comments**

C rsults missed by ~5s for qtr on avg. E results missed by ~7 installations in Apr & ~3 installations in June. F results as per PA 096-0927.



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